



Business License Renewal Process

West Linn Business Licenses require renewal annually on July 1 of each year.

How Do I Renew my Business License?

1. Please go to [Citizen Serve's web portal](#) OR copy and paste this web address into your browser: www2.citizenserve.com/Portal/?installationid=276
2. When on the Citizen Serve web page, login into your account.
3. If you do not remember your password, you can hit "[Forgot Password](#)" and you will be emailed a link to reset your password.
4. When logged into your account, hover over the "[Services](#)" tab at the top of the page and click on "[Business Licenses](#)" from the drop down menu.
5. Click "[Renew Your License](#)" on the left side of the page.
6. Click on your Business License Number.
7. Review information, make any updates and then hit [submit](#) button.
8. When on payment screen, scroll to bottom and click [submit](#) button - it will take you to a Paypal window.
9. When Paypal screen appears, you can either:
 - a. Login to your Paypal account and pay
 - b. Click "[Pay with debit/credit card](#)" and enter payment information.

Need Help Renewing?

- If you click "[Renew Your License](#)" and an error message appears saying "*you have no licenses to renew*", please call our Finance Department at 503-656-4261 for assistance with this and any other questions.

*** City of West Linn's Finance Department e-mails an annual renewal reminder in June***